
Job Title: Deputy Director of Operations

Location: Washington, D.C.

Start Date: ASAP, Flexible

The Organization You Want to Work For

Development Gateway (DG) is an international nonprofit organization that creates innovative information management and data visualization technology, implements data-focused programs, and conducts research and evaluation to further sustainable development:

www.developmentgateway.org

Our core focus areas are Effective Service Delivery (data management systems, monitoring/evaluation/learning, agriculture, and health); Total Resource Management (open contracting and procurement, aid management, and extractives); and Data Strategy & Policy (including results data, data standards, and open data advocacy).

We are a creative and dynamic group of people based around the globe. We value hard work, innovative thinking, a commitment to teamwork, and a good sense of humor. This position is based in Washington, D.C. US work authorization is required.

The Location

DG is a member of the [OpenGov Hub](#), located in the heart of Washington, D.C. The Hub is home to a vibrant community of organizations, each focused on opening up governments and empowering citizens around the world. This creative space allows for collaboration and innovation within and among the different groups; it also offers networking opportunities, brown-bag lunches, happy hours, and other focused events from thought leaders in the arena.

The Elevator Pitch

The Deputy Director of Operations is responsible for supporting the Director of Operations and Chief Operations Officer in the management of DG's client projects, internal operations, and business development, as well as for handling client relationships and leading progress on project and technical implementations.

Our projects include implementations of data management, visualization, and dissemination tools; data management and analysis services; and applied research on how data and technology influence development.

In this role, you will manage partners and projects, support product innovation, and lead assessments of systems and user needs. You will also work with DG's management team to support day-to-day operations and process improvements, manage hiring logistics, and support business development, including proposal review. A wide degree of creativity, latitude, and responsibility is expected, along with extensive international travel.

The Work You Get to Do

Project Management and Implementation

- Works closely with partners and technical staff to ensure that project milestones are met on time, within budget, and to client satisfaction.
- Collects requirements for IT systems that manage decision support data for governments and international organizations. Responsible for conceptual design and defining business rules, user stories, and user interfaces.
- Conducts participatory assessments and data analysis for sectors including aid management, agriculture, health, MEL, and fiscal transparency.
- Provides support and documentation for improving and creating clear data management processes. Conducts system testing. Leads training sessions.

Operational Support

- Supports operations team members (project managers, analysts) in project start-up and implementation.
- Works with management team to develop and document streamlined processes to make DG's teams more efficient and effective. Supports policy compliance.
- Champions effective cooperation between DG's internal teams (Operations, Technical, Engagements and Partnerships, Finance).
- Manages logistics of hiring and onboarding new team members.
- Supports day-to-day operational questions, process improvements, and strategic planning.

Business Development

- Identifies and develops new business opportunities.
- Presents on DG's work at conferences and builds strategic relationships.
- Leads and supports proposal preparation. Reviews proposal budgets and technical approaches.

The Education and Experience You Have and We Need

- Master's degree preferred, Bachelor's degree required. Candidates from all academic majors encouraged to apply.
- 5+ years of experience in project management, technology development, or data for international development required. Experience working with governments preferred.
- Experience working and/or living overseas required.
- Fluency in English required; ability in additional languages strongly preferred.
- Proven track record of managing client relations in a global environment required.
- Data analysis experience a plus.

Gourmet Chefs Welcome, but More Importantly:

- You have effective project management and presentation skills. You enjoy getting things done while keeping your clients happy and building relationships.
- You have strong problem solving skills and are known for your commitment to

continuous product and process improvement.

- You have a solid ability to work effectively with cross-functional teams in a fast-paced, creative environment. Entrepreneurial attitude and skills important.
- You bring an understanding of the development lifecycle and technologies behind Internet-based applications.
- You're comfortable working with data using spreadsheets, simple databases, and/or statistical software packages.
- You can communicate easily with both technical and non-technical staff and maintain good communication with our geographically dispersed team.
- You use strong organizational skills to handle a broad and unpredictable workload, meet deadlines and work under own initiative.
- You can work effectively both autonomously and as a great teammate, influencing others' attitudes and behaviors through example.

We're also looking for excellent written and verbal communication and customer interaction skills. Understanding of business relationships and concepts; successful proposal or business development experience a big plus. Ability and willingness to travel internationally up to 30% of the time required.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

To apply, please send a CV and cover letter to jobs@developmentgateway.org with "Deputy Director of Operations" in the subject line.

